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May 24, 2010

AZ CORP COMMISSION
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Arizona Corporation Commission
Commissioners Wing
1200 W. Washington
Phoenix, AZ 85007-2996

Re: Docket # T-00000A-10-0017 Community Information & Referral 2-1-1 Petition

Dear Commissioners:

It is with great interest that I offer my wholehearted support of Community Information & Referral's petition to be designated as the statewide 2-1-1 information and referral service provider in the State of Arizona.

Having a background in human service management in Michigan, as well as serving as Chairperson in the development of a regional 2-1-1 call center there, I have experienced first-hand the many ways 2-1-1 has demonstrated its usefulness in helping citizens access needed human services information. Beyond having proven successful in providing those in need with up-to-date human service program information and availability, 2-1-1 also successfully provides volunteer coordination services, has eliminated the duplication of I & R services among many service providers, yields vital demographic feedback on geographic and programmatic areas of need, acts as a support system for 9-1-1 call centers, as well as providing a memorable number for ease of access for all citizens.

Arizona is very fortunate to have CIR already perfectly situated to fulfill this role as one of 120 nationally accredited AIRS (Alliance of Information & Referral Systems) I & R call centers in the U. S., with a third of their staff currently AIRS certified.

Your support in establishing CIR as the 2-1-1 entity will benefit all Arizonans. I thank you in advance for your favorable consideration.

Sincerely,

Catherine Rea Dunning

Member, Board of Directors

Community Information & Referral

Arizona Corporation Commission

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